

SN 09/818480
John, Richard

3) Search Query:

The search queries use some good synonyms but miss others. E.g. in the Dialog search (notification or notify) was used, but this could have also been "alert" or neither of the above if the text just said sending an email with package delivery data, which is effectively notifying. Also, several search queries are focused on the front end of the service such as scanning the package into the system which is OK, but there should be more search on the end result – redirecting, rescheduling etc. incoming mail. This is closer to the problem solved that gives the customer the feature/advantage they would want to use and would be more likely to be mentioned in an article or press release trying to get interest in the service. Scanning the package is part of how you would implement the solution, but could be established to be obvious once you have a suggestion of solving the problem in a similar way.


The search history print-outs are not annotated as to which L# was viewed and how, also it is not clear what databases the Dialog search was run in.

5) Other Problems:

Re. "broad claims", note the attached Dialog article "US Postal Service Eyes the Web for Growth...". The USPS was suggesting a very similar service at least by July of 2000 where customers would be notified of incoming packages or bills and the customer could redirect it via the Internet. My quick search caught this by accident so you should run an NPL search directly looking for the service mentioned for a more complete picture. Also, if you haven't already, please check the dates on United Parcel's services that provide automatic email alerts on incoming mail, and that allow you to redirect or reschedule online. See the attached UPS web site print-outs, while they are current, the redirection/reschedule online feature may have been around a while. Check Dialog and/or Wayback Machine.

Because of the potential conflict with plans of the USPS, I would consider this case sensitive.

Any questions, please stop by.


Bob Weinhardt
CPK5 7A13
6/2/03



[Home](#) | [About UPS](#) | [Contact UPS](#)

Resources

[Log-In](#) User ID: Password: [Forgot Password](#)

[Re](#)

- [Customer Service](#)
 - [Shipping FAQs](#)
 - [Tracking FAQs](#)
 - [Tracking FAQs](#)
 - [Tracking Number FAQ](#)
 - [Reference Number Tracking FAQ](#)
 - [Import Tracking Numbers FAQ](#)
 - [Track by E-mail FAQ](#)
 - [Inbound Visibility FAQ](#)
 - [Outbound Visibility FAQ](#)
 - [Request Real-time Notification FAQ](#)
 - [Void a Shipment FAQ](#)
 - [Signature Tracking FAQs](#)
 - [Delivery Attempts FAQ](#)
 - [Claims/Damages/Losses FAQ](#)
 - [Registration FAQs](#)
 - [My UPS FAQs](#)
 - [Hardware and Software FAQs](#)
 - [E-mail UPS](#)
 - [Download Rate and Service Guide](#)
 - [Support](#)
 - [UPS Accounts](#)
 - [Tariff Information](#)
 - [Trademark Information](#)
 - [Legal Terms and Conditions](#)

Inbound Visibility FAQ

- ✦ [What is Quantum View Inbound?](#)
- ✦ [How can I use Quantum View Inbound within my organization?](#)
- ✦ [What kind of shipment information can I receive with Quantum View Inbound?](#)
- ✦ [How much does Quantum View Inbound cost?](#)
- ✦ [How do I sign up for Quantum View Inbound?](#)
- ✦ [What is a Location ID and how do I use it?](#)
- ✦ [Which shipping systems support Location IDs for Quantum View Inbound?](#)
- ✦ [How many vendor UPS account numbers can I include in a single Location ID?](#)
- ✦ [Can multiple Location IDs refer to the same receiving location?](#)
- ✦ [Can I use a Location ID that someone else created?](#)
- ✦ [Now that I've subscribed, when can I start using the service?](#)
- ✦ [How do my vendors include me in this service?](#)
- ✦ [How do I control how much inbound shipment data I receive?](#)
- ✦ [What changes can I make to my Quantum View Inbound subscription?](#)

What is Quantum View Inbound?

Quantum View Inbound™ is a secure Web-based service that provides you with detailed inbound shipment data from vendors and suppliers. You can receive this shipment data on an hourly basis in file formats (flat file, CSV, or XML) that you can easily import into most systems and software. The service is easy to use and provides valuable information that can help you better manage your business.

✦ [Back to Top](#)

How can I use Quantum View Inbound within my organization?

Quantum View Inbound™ gives you the flexibility to use critical shipment data within your organization according to your specific needs. You can use this information to:

- ✦ Improve inventory management and planning
- ✦ Sell goods that are in transit from your vendors/suppliers
- ✦ Efficiently allocate production and receiving staff based on incoming shipment volume
- ✦ Proactively notify your sales force and service technicians that critical shipments have arrived
- ✦ Reduce time spent tracking individual packages
- ✦ Analyze data by using file formats that import directly into familiar desktop applications or enterprise systems

✦ [Back to Top](#)

What kind of shipment information can I receive with Quantum View Inbound?

Quantum View Inbound™ is available in two service options. Each provides different levels of shipment information: Inbound Notification provides:

- ✦ Forecasted delivery dates for inbound packages, including scheduled day of delivery (SDD), as well as any exception updates that could potentially change those delivery dates
- ✦ Ship date and exception updates (including delivery exceptions), where rescheduled day of delivery (RDD) is calculated
- ✦ Shipped from and shipped to address information, and Location ID

Inbound and Delivery Notification service includes:

- ✦ All features of Inbound Notification
- ✦ Delivery information about packages shipped to and received at your Location ID, including delivery date and time
- ✦ COD amount and reference numbers



- Full delivery address

Quantum View™ information is not valid for guaranteed service refunds. See the UPS Service Guide for more information.

✦ [Back to Top](#)

How much does Quantum View Inbound cost?

The cost of Quantum View Inbound™ depends on how much you use the service each week. UPS charges a flat rate for a certain number of package information requests each week. Any additional package information requests are subject to a per package charge.

✦ [Back to Top](#)

How do I sign up for Quantum View Inbound?

To sign up for Quantum View Inbound™ you must have a UPS Account that you can bill charges to that is administered by a Corporate Administrator, and you must be registered with My UPS. A Corporate Administrator must be established for the UPS Account to which you are going to bill the service before you can complete the subscription process for Quantum View Inbound.

After reviewing your My UPS profile information and making edits if necessary (this information will be forwarded to administrators with your request), you select the Quantum View Inbound service option you want, select a UPS Account to bill charges to, and add Location IDs to your subscription. Finally, you choose file preferences, such as the e-mail address you want notifications sent to and the format in which you want your files delivered.

If you enter a UPS Account or Location ID you do not have authority to use, you will need to obtain permission from the appropriate Corporate Administrator or Location ID Administrator.

✦ [Back to Top](#)

What is a Location ID and how do I use it?

A Location ID is a unique identifier that designates a specific receiving location in your company. The Location ID includes your vendors' and suppliers' UPS account numbers, so information about the packages they ship to your Location ID address can be provided to you as downloadable files. A Location ID is comprised of three to 10 capital letters and numbers.

Location IDs are created during the subscription process and can also be added later from Subscription Detail. To create a Location ID, you will need the complete address of the receiving location, as well as the UPS Account number and associated postal code for each vendor and supplier whose shipments you want to track into that location.

Once created, send the Location ID to the vendor and supplier and request that the Location ID is included as part of the address and account information stored about your organization in their shipping system. When your vendors and suppliers ship to the receiving location, the Location ID is uploaded to the UPS system. UPS then captures shipment information about all the packages your vendors ship to the address in the Location ID.

There can be many different Location IDs for a single receiving address. When you create a Location ID, you become the administrator of that Location ID. Being the Location ID administrator gives you the authority to approve or deny requests from others to view your Location ID information.

✦ [Back to Top](#)

Which shipping systems support Location IDs for Quantum View Inbound?

The following PLD-compliant shipping systems support Location IDs for Quantum View Inbound™:

- UPS OnLine® WorldShip® (domestic origins) version 3.5 or higher
- UPS OnLine WorldShip (international origins) version 3.5 or higher
- UPS Internet Shipping
- UPS Electronic Manifesting (domestic and international origins) SPF or PUFF (Simplified PLD format) versions 1.0, 2.0, 5.0, and 5.5
- Host Manifest Upload SPF or PUFF versions 1.0, 2.0, 5.0, and 5.5
- UPS OnLine Host Access SPF or PUFF versions 1.0, 2.0, 5.0, and 5.5
- EDI - UPS ANSI 215 Manifest Transaction
- UPS OnLine Compatible Vendor Shipping Systems version 7.0 or higher

The following shipping systems are not supported for Quantum View Inbound:

- ⌘ UPS OnLine Professional
- ⌘ OnLine Office
- ⌘ UPS WorldShip Intranet
- ⌘ UPS CampusShipSM
- ⌘ UPS OnLine Tools Shipping
- ⌘ UPS Online Teleshop

⬆ [Back to Top](#)

How many vendor UPS account numbers can I include in a single Location ID?

You can include as many as 999 vendor and supplier UPS Account numbers with a single Location ID. As Location ID administrator, you can add or delete vendor and supplier UPS Account numbers by going to **My Administration Profile** and selecting the Location ID you want to modify. Select **Edit** next to the list of vendor UPS account numbers and make your changes.

As always, when you add a vendor's UPS account number to your subscription, be sure to ask the vendor to include your Location ID in their shipping system so that vendor's package information can be included in your Quantum View InboundTM files.

⬆ [Back to Top](#)

Can multiple Location IDs refer to the same receiving location?

Yes, multiple Location IDs can be associated with a single address. This gives businesses more flexibility in using Quantum View InboundTM.

For instance, several businesses may have the same street address, but different suite numbers. Each of these businesses can create its own unique Location ID, even though they share the same street address.

Additionally, different departments within a company may also want unique Location IDs, so they can only view shipment information for their department's vendors. When possible, companies should use the same Location ID, so vendors have fewer Location IDs to include when addressing shipments.

Please be aware that using the same Location ID is preferable when possible, so your vendors have fewer Location IDs to include when addressing shipments.

⬆ [Back to Top](#)

Can I use a Location ID that someone else created?

You can use a Location ID created by someone else if you have permission from the Location ID administrator for that ID.

During the Quantum View InboundTM subscription process, you can enter a request to use a Location ID that someone else has created. Then you select an administrator to whom you want to send your request to use the Location ID.

After at least one Location ID and the UPS Account you entered for billing are approved, you can activate your subscription.

⬆ [Back to Top](#)

Now that I've subscribed, when can I start using the service?

When you subscribe, two types of approvals may be needed: approval to bill charges to the UPS Account you entered and approval to use a Location ID that someone else created.

Requests for approvals are sent to the appropriate administrators. You must obtain these approvals before you can activate your subscription. You can view the status of your subscription approvals at any time by going to the Quantum View Summary. You can receive e-mail notification when your requests are reviewed or denied by opting in for this feature during the subscription process or later by editing your My UPS Profile.

After you are approved, go to the Quantum View Summary and activate your subscription. If you already have administrative authority on the UPS Account and Location IDs you have included in your subscription, your subscription will be automatically activated.

⬆ [Back to Top](#)

How do my vendors include me in this service?

Your vendors must include your Location IDs in their shipping systems. While this varies from system to system, it is often as easy as including the Location ID in the address information they store in their shipping system regarding their organization.

When your vendors ship packages to you, the Location IDs will be uploaded to UPS with all the associated smart-label information. UPS can then send you Quantum View Inbound™ updates about the packages your vendor ships via UPS.

✦ [Back to Top](#)

How do I control how much inbound shipment data I receive?

The amount of information you receive is controlled by the Service Option you select.

- ✦ **Inbound Notification** - Provides the ship date, shipped from address and shipped to address, Location ID, and forecasted delivery dates for inbound packages, including scheduled day of delivery, as well as any exception updates that could change these delivery dates. For exception updates, the rescheduled day of delivery is calculated.
- ✦ **Inbound and Delivery Notification** - Includes all the features of Inbound Notification plus delivery information about packages that have been received. Delivery information includes the date of delivery, the name of the person who signed for the shipment, the COD amount collected, and the full delivery address.

✦ [Back to Top](#)

What changes can I make to my Quantum View Inbound subscription?

You can change the status, service option, billing account, Location IDs, and select different file preferences for your Quantum View Inbound™ subscription.

To modify your subscription, go to Quantum View Summary and select the subscription name. Please be aware that an authorized administrator's approval is required when designating a UPS account for billing. If you change a UPS Account to be used for billing and you do not have administrative authority on the new account, the modified subscription will not become active until approval is obtained.

✦ [Back to Top](#)



[Home](#) | [About UPS](#) | [Contact UPS](#)

Resources

Log-In User ID: Password: | [Forgot Password](#)

[Re](#)

- [Customer Service](#)
 - [Shipping FAQs](#)
 - [Tracking FAQs](#)
 - [Tracking FAQs](#)
 - [Signature Tracking FAQs](#)
 - [Delivery Attempts FAQ](#)
 - [Claims/Damages/Losses FAQ](#)
- [Registration FAQs](#)
- [My UPS FAQs](#)
- [Hardware and Software FAQs](#)
- [E-mail UPS](#)
- [Download Rate and Service Guide](#)
- [Support](#)
- [UPS Accounts](#)
- [Tariff Information](#)
- [Trademark Information](#)
- [Legal Terms and Conditions](#)

Delivery Attempts FAQ

- ✦ [Why was a UPS InfoNotice left on my door?](#)
- ✦ [What is the purpose of the UPS InfoNotice barcode and barcode number?](#)
- ✦ [I was not home when a delivery was attempted, and a UPS InfoNotice was left. Will UPS make another attempt?](#)
- ✦ [What time will the next attempt be made?](#)
- ✦ [Will UPS deliver my package to another address?](#)
- ✦ [There were three attempts made to deliver my package, but I was not at home. What happens to my package now?](#)
- ✦ [I will not be available to receive my package\(s\) when UPS returns. What are my options?](#)
- ✦ [My question is not answered here. Where can I find additional support?](#)

Why was a UPS InfoNotice left on my door?

A UPS InfoNotice was left on your door to let you know that a package delivery or pickup was attempted. Your UPS InfoNotice contains information to help you complete the delivery or pickup.

- ✦ If the packages were C.O.D. or Signature Required, refer to boxes checked by your UPS driver on the UPS InfoNotice.
- ✦ If the UPS driver was able to leave your package at an alternate location, your UPS InfoNotice indicates where the package was left (for example, your garage or back porch).
- ✦ If a package pickup was attempted and you were not available, your UPS InfoNotice indicates the next pickup date and time.

✦ [Back to Top](#)

What is the purpose of the UPS InfoNotice barcode and barcode number?

The barcode on your UPS InfoNotice gives you easy access to your package delivery information. By entering this one number, you can track all your packages at [UPS.com](#) and receive additional information regarding future delivery attempts for your packages.

To track your UPS InfoNotice on the Web, select **Tracking** from the UPS navigation bar and enter the UPS InfoNotice number as you would a tracking number. The UPS InfoNotice number is located at the bottom of the slip, just above the barcode.

In the U.S., you can track, locate, and verify the arrival of your packages by calling 1-800-833-9943.

✦ [Back to Top](#)

I was not home when a delivery was attempted, and a UPS InfoNotice was left. Will UPS make another attempt?

Yes. UPS makes up to three delivery attempts, excluding Saturdays, Sundays, and holidays.

✦ [Back to Top](#)

What time will the next attempt be made?

If this was a first or second attempt, the next delivery attempt will be made on the next business day. Your UPS driver has indicated on the UPS InfoNotice the approximate time range within which the next attempt will be made.

✦ [Back to Top](#)

Will UPS deliver my package to another address?



Yes. Simply write the address you would like to have the package delivered to on the "Comments Line" on the front of the UPS InfoNotice. Then place the UPS InfoNotice back in the same location where the driver originally left it. (This does not apply to "Adult signature required" deliveries.)

You may also submit a Delivery Change Request using the UPS Web site. Enter your 12 digit InfoNotice number on the Tracking page to begin requesting a change of delivery. Select the Redirect Package option to have your package delivered to an alternate address.

✦ [Back to Top](#)

There were three attempts made to deliver my package, but I was not at home. What happens to my package now?

Unless it was a C.O.D. delivery, UPS will hold your package for five business days. If the package is not picked up within five business days, it will be returned to the sender.

C.O.D. packages are automatically returned to the sender on the same day the final delivery attempt is made.

✦ [Back to Top](#)

I will not be available to receive my package(s) when UPS returns. What are my options?

There are several delivery options available. First, look closely at the InfoNotice to see if any instructional boxes are checked. Depending on the requirements of the shipper, you may be able to sign the back of the InfoNotice authorizing the driver to leave your package. Or, in the comments section of the note, you may write another address where the driver should take the package for delivery.

You may also submit a Delivery Change Request using the UPS Web site. Enter your 12 digit InfoNotice number on the Tracking page to begin requesting a change of delivery. You may choose from the following four options:

- ✦ **Reschedule Delivery:** Reschedule a date for delivery at the original address.
- ✦ **Return to Shipper:** Return your package to the shipper.
- ✦ **Redirect Package:** Have your package delivered to an alternate address.
- ✦ **Will Call:** Arrange to pick up your package at UPS.

✦ [Back to Top](#)

My question is not answered here. Where can I find additional support?

For additional information, please call the customer service telephone number listed on your UPS InfoNotice.

✦ [Back to Top](#)

DERWENT-ACC-N : 2002-140015
DERWENT-WEEK: 200235
COPYRIGHT 1999 DERWENT INFORMATION LTD

**TITLE: Method of addressing postal or electronic mail, uses
number in Arabic
numerals uniquely associated with address written on item,
automatically reads
the number and looks up a database to extract the full
alphanumeric address**

INVENTOR: MAAREK, E

PATENT-ASSIGNEE: MAAREK E[MAARI]

PRIORITY-DATA: 2000FR-0008361 (June 28, 2000)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES
MAIN-IPC			
AU 200170690 A	January 8, 2002	N/A	000
G06F 017/60			
WO 200201434	January 3, 2002	F	037
G06F 017/60			
A1	January 4, 2002	N/A	000
G06F			
017/00			
FR 2811100 A1			

**DESIGNATED-STATES: AE AG AL AM AT AU AZ BA BB BG BR BY
BZ CA CH CN CO CR CU CZ D
E DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
KE KG KP KR KZ LC LK
LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT R**

RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG US UZ VN YU ZA ZW AT BE CH CY DE DK EA
ES FI FR B GH M GR IE I
T KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

APPLICATION-DATA:

PUB-NO	APPL-DESCRIPTOR	APPL-NO	
APPL-DATE			
AU 200170690A	N/A	2001AU-0070690	June
28, 2001			
AU 200170690A	Based on	WO 200201434	N/A
WO	N/A	2001WO-FR02056	June 28,
2001			
200201434A1	N/A	2000FR-0008361	June 28,
2000			
FR 2811100A1			

INT-CL (IPC): B07C003/18; B41L045/00 ; G06F017/00 ;
G06F017/30 ;
G06F017/60

ABSTRACTED-PUB-NO: WO 200201434A

BASIC-ABSTRACT: NOVELTY - The addressing method uses an
identification number
in Arab numerals which is associated with the mail. The number
is read

ptically (2) used to access a database (5) which identifies the
addressee and
their address. The preferred number is the addressee's
telephone number. The
postal or electronic mail address obtained (7) from the database
is then
imprinted (9) on the mail.

USE - Addr ssing f p stal and l ctr nic mail

ADVANTA E - R duc d rr r in addr ssing f mail using c d d numb r that is

asily associated with an address using existing information sources.

DESCRIPTION OF DRAWING(S) - The drawing shows a block diagram of the method.

Optical reader 2

Database 5

Extracted address 7

Printing of address 9

CHOSEN-DRAWING: Dwg.4/6

TITLE-TERMS:

**METHOD ADDRESS POSTAL ELECTRONIC MAIL NUMBER ARABIC
NUMBER UNIQUE ASSOCIATE
ADDRESS WRITING ITEM AUTOMATIC READ NUMBER UP
DATABASE EXTRACT FULL
ALPHANUMERIC ADDRESS**

DERWENT-CLASS: T01 T05

**EPI-CODES: T01-C05A; T01-J05A2B; T01-J05B4P; T01-J11A;
T01-N01C; T05-K02;**

SECONDARY-ACC-NO:

Non-CPI Secondary Accession Numbers: N2002-105510